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09/756/471

EADS-00511 (800431)

PTO/SB/97 (09-04)

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• Amendment under 37 CFR 1.111 (pp 13)

on September 21, 2005  
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38,914

Registration Number, if applicable

(972) 480-8800

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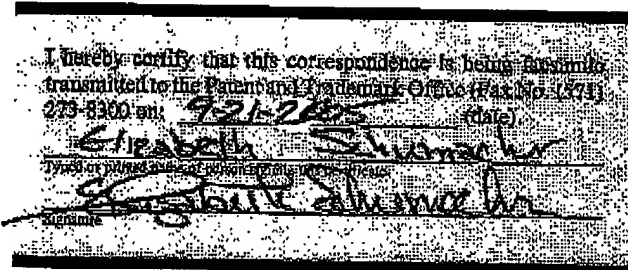
PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alisdhair Campbell, *et al.*  
Serial No.: 09/756,471  
Filed: January 8, 2001  
Title: CUSTOMER COMMUNICATION SERVICE SYSTEM  
Grp./A.U.: 2645  
Examiner: Chow, Ming

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AMENDMENT UNDER 37 C.F.R. § 1.111

In response to the Examiner's Action mailed June 21, 2005, please amend the above-identified application as follows: